



**RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:**

Public Works and Government Services / Travaux
publics et services gouvernementaux
Kingston Procurement
Des Acquisitions Kingston
86 Clarence Street, 2nd floor
Kingston
Ontario
K7L 1X3
Bid Fax: (613) 545-8067

**Request For a Standing Offer
Demande d'offre à commandes**

Regional Individual Standing Offer (RISO)
Offre à commandes individuelle régionale (OCIR)

Canada, as represented by the Minister of Public Works and
Government Services Canada, hereby requests a Standing Offer
on behalf of the Identified Users herein.

Le Canada, représenté par le ministre des Travaux Publics et
Services Gouvernementaux Canada, autorise par la présente,
une offre à commandes au nom des utilisateurs identifiés
énumérés ci-après.

Comments - Commentaires

**Vendor/Firm Name and Address
Raison sociale et adresse du
fournisseur/de l'entrepreneur**

Issuing Office - Bureau de distribution
Public Works and Government Services / Travaux publics
et services gouvernementaux
Kingston Procurement
Des Acquisitions Kingston
86 Clarence Street, 2nd floor
Kingston
Ontario
K7L 1X3

Title - Sujet Microsoft IT Services	
Solicitation No. - N° de l'invitation W3028-19RG02/A	Date 2018-11-26
Client Reference No. - N° de référence du client W3028-19-RG02	GETS Ref. No. - N° de réf. de SEAG PW-\$KIN-625-7653
File No. - N° de dossier KIN-8-50064 (625)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2019-01-07	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
Delivery Required - Livraison exigée See Herein	
Address Enquiries to: - Adresser toutes questions à: Cook, Pauline	Buyer Id - Id de l'acheteur kin625
Telephone No. - N° de téléphone (613)536-4602 ()	FAX No. - N° de FAX (613)545-8067
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF NATIONAL DEFENCE Canadian Joint Signals Regiment RQ Warehouse, Bldg E-30 2 Lance St KINGSTON Ontario K7K7B4 Canada	
Security - Sécurité This request for a Standing Offer includes provisions for security. Cette Demande d'offre à commandes comprend des dispositions en matière de sécurité.	

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

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PART 1 - GENERAL INFORMATION

1.1 Introduction

The Request for Standing Offers (RFSO) is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Offeror Instructions: provides the instructions applicable to the clauses and conditions of the RFSO;
- Part 3 Offer Preparation Instructions: provides offerors with instructions on how to prepare their offer to address the evaluation criteria specified;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the offer, and the basis of selection;
- Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided;
- Part 6 Security Requirement: includes specific requirements that must be addressed by offerors; and
- Part 7 7A, Standing Offer, and 7B, Resulting Contract Clauses:
 - 7A, includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions;
 - 7B, includes the clauses and conditions which will apply to any contract resulting from a call-up made pursuant to the Standing Offer.

The Annexes include the Statement of Work, the Lesson Specifications, the Basis of Payment, the Insurance Requirement, the Security Requirement Checklist, Electronic Payment Instruments, and the Standing Offer Reporting form.

Attachment 1 to Annex "C" – Basis of Payment Form

1.2 Summary

The Department of National Defence (DND), Canadian Joint Signals Regiment located at Forces Base Kingston, Ontario has the requirement for the provisions of computer systems training courses and network training courses on an "as and when" required basis in accordance with Annex "A", Statement of Work.

All training must be delivered in English.

The majority of training will take place at a facility located at CFB Kingston. The Contractor must provide an alternate training facility that is located within the City of Kingston limits for the times when the DND facility is not available.

Training courses are divided into 2 Streams, Technical and Soft Skills. Offerors may provide an offer on Stream 1, or Stream 2, or both.

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Offeror must also provide additional computer training courses other than those listed in Stream 1 or Stream 2 that are available on their website for any combination of 1 to 5 students at the Contractor's facility.

Up to a maximum of two (2) Standing Offers will be issued effective February 1, 2019 to January 31, 2022.

The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), the Canada-European Union Comprehensive Economic and Trade Agreement (CETA), and the Canadian Free Trade Agreement (CFTA).

1.3 Security Requirement

There are security requirements associated with the requirement of the Standing Offer. For additional information, see Part 6 - Security Requirement, and Part 7 - Standing Offer and Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, offerors should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

1.4 Phased Bid Compliance Process

The Phased Bid Compliance Process (PBCP) applies to this requirement.

1.5 Anticipated migration to an e-Procurement Solution (EPS)

Canada is currently developing an online EPS for faster and more convenient ordering of goods and services. In support of the anticipated transition to this system and how it may impact any resulting Standing Offer that is issued under this solicitation, refer to 7.15 Transition to an e-Procurement Solution (EPS).

The Government of Canada's [press release](#) provides additional information.

1.6 Debriefings

Offerors may request a debriefing on the results of the request for standing offers process. Offerors should make the request to the Standing Offer Authority within 15 working days of receipt of the results of the request for standing offers process. The debriefing may be in writing, by telephone or in person.

PART 2 - OFFEROR INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the Request for Standing Offers (RFSO) by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Offerors who submit an offer agree to be bound by the instructions, clauses and conditions of the RFSO and accept the clauses and conditions of the Standing Offer and resulting contract(s).

The [2006](#) (2018-05-22) Standard Instructions – Request for Standing Offers - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

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Subsection 5.4 of [2006](#), Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days
Insert: 120 days

2.2 Submission of Offers

Offers must be submitted only to the Public Works and Government Services Canada (PWGSC) Bid Receiving Unit specified below by the date and time indicated on page 1 of the RFSO:

PWGSC Kingston Acquisition Branch
86 Clarence Street
Kingston, Ontario K7L1X3

TPSGC_orreptiondessomissions-orbidreceiving.PWGSC@tpsgc-pwgsc.gc.ca

Bids/Offers will not be accepted if emailed directly to this email address. This email is to initiate an e-Post Connect conversation, as detailed in the Standard Instructions
Facsimile: 613-545-8067

2.3 Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPS, offerors must provide the information required below before the issuance of a standing offer. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of offers is completed, Canada will inform the Offeror of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the offer non-responsive.

Definitions

For the purposes of this clause,

"former public servant" is any former member of a department as defined in the [Financial Administration Act](#) R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- a. an individual;
- b. an individual who has incorporated;
- c. a partnership made of former public servants; or
- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means a pension or annual allowance paid under the [Public Service Superannuation Act](#) (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits Act](#), R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the [Canadian Forces](#)

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[Superannuation Act](#), R.S., 1985, c. C-17, the [Defence Services Pension Continuation Act](#), 1970, c. D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c. R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c. R-11, the [Members of Parliament Retiring Allowances Act](#), R.S. 1985, c. M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c. C-8.

Former Public Servant in Receipt of a Pension

As per the above definitions, is the Offeror a FPS in receipt of a pension? **YES () NO ()**

If so, the Offeror must provide the following information, for all FPS in receipt of a pension, as applicable:

- a. name of former public servant;
- b. date of termination of employment or retirement from the Public Service.

By providing this information, Offerors agree that the successful Offeror's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

Work Force Adjustment Directive

Is the Offeror a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **YES () NO ()**

If so, the Offeror must provide the following information:

- name of former public servant;
- conditions of the lump sum payment incentive;
- date of termination of employment;
- amount of lump sum payment;
- rate of pay on which lump sum payment is based;
- period of lump sum payment including start date, end date and number of weeks;
- number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including Applicable Taxes.

2.4 Enquiries - Request for Standing Offers

All enquiries must be submitted in writing to the Standing Offer Authority no later than 10 calendar days before the Request for Standing Offers (RFSO) closing date. Enquiries received after that time may not be answered.

Offerors should reference as accurately as possible the numbered item of the RFSO to which the enquiry relates. Care should be taken by offerors to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that offerors do so, so that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered to all offerors. Enquiries not submitted in a form that can be distributed to all offerors may not be answered by Canada.

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2.5 Applicable Laws

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

Offerors may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their offer, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the offerors.

PART 3 - OFFER PREPARATION INSTRUCTIONS

3.1 Offer Preparation Instructions

- If the Offeror chooses to submit its offer electronically, Canada requests that the Offeror submits its offer in accordance with section 08 of the 2006 standard instructions. Offerors are required to provide their offer in a single transmission. The e-Post Connect service has the capacity to receive multiple documents, up to 1GB per individual attachment. The offer must be gathered per section and separated as follows:

Section I: Technical Offer
Section II: Financial Offer
Section III: Certifications

- If the Offeror chooses to submit its offer in hard copies, Canada requests that the Offeror provides its offer in separately bound sections as follows:

Section I: Technical Offer (Two (2) hard copies)
Section II: Financial Offer (One (1) hard copy)
Section III: Certifications (One (1) hard copy)

If there is a discrepancy between the wording of the soft copy on electronic media and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.

- If the Offeror is simultaneously providing copies of its offer using multiple acceptable delivery methods, and if there is a discrepancy between the wording of any of these copies and the electronic copy provided through epost Connect service, the wording of the electronic copy provided through epost Connect service will have priority over the wording of the other copies.

Prices must appear in the financial offer only. No prices must be indicated in any other section of the offer.

Canada requests that offerors follow the format instructions described below in the preparation of hard copy of their offer:

- use 8.5 x 11 inch (216 mm x 279 mm) paper;
- use a numbering system that corresponds to the RFSO.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573) (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573>). To assist Canada in reaching its objectives, Offerors should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and

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- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

Section I: Technical Offer

In their technical offer, offerors should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work.

Section II: Financial Offer

Offerors must submit their financial offer in accordance with the Attachment 1 to Annex "C" Basis of Payment Form.

3.1.1 Electronic Payment of Invoices - Offer

If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Annex "F", Electronic Payment Instruments, to identify which ones are accepted.

If Annex "F", Electronic Payment Instruments is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices.

Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

3.1.2 Exchange Rate Fluctuation

SACC *Manual* Clause [C3011T](#) (2013-11-06), Exchange Rate Fluctuation

Section III: Certifications

Offerors must submit the certifications and additional information required under Part 5.

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PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Offers will be assessed in accordance with the entire requirement of the Request for Standing Offers including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the offers.
- (c) Canada will use the Phased Bid Compliance Process described below.

4.1.1 Phased Bid Compliance Process

4.1.1.1 (2018-07-19) General

Canada is conducting the PBCP described below for this requirement.

Notwithstanding any review by Canada at Phase I or II of the PBCP, Bidders are and will remain solely responsible for the accuracy, consistency and completeness of their Bids and Canada does not undertake, by reason of this review, any obligations or responsibility for identifying any or all errors or omissions in Bids or in responses by a Bidder to any communication from Canada.

THE BIDDER ACKNOWLEDGES THAT THE REVIEWS IN PHASE I AND II OF THIS PBCP ARE PRELIMINARY AND DO NOT PRECLUDE A FINDING IN PHASE III THAT THE BID IS NON-RESPONSIVE, EVEN FOR MANDATORY

REQUIREMENTS WHICH WERE SUBJECT TO REVIEW IN PHASE I OR II AND NOTWITHSTANDING THAT THE BID HAD BEEN FOUND RESPONSIVE IN SUCH EARLIER PHASE. CANADA MAY DEEM A BID TO BE NON-RESPONSIVE TO A MANDATORY REQUIREMENT AT ANY PHASE. THE BIDDER ALSO ACKNOWLEDGES THAT ITS RESPONSE TO A NOTICE OR A COMPLIANCE ASSESSMENT REPORT (CAR) (EACH DEFINED BELOW) IN PHASE I OR II MAY NOT BE SUCCESSFUL IN RENDERING ITS BID RESPONSIVE TO THE MANDATORY REQUIREMENTS THAT ARE THE SUBJECT OF THE NOTICE OR CAR, AND MAY RENDER ITS BID NON-RESPONSIVE TO OTHER MANDATORY REQUIREMENTS.

Canada may, in its discretion, request and accept at any time from a Bidder and consider as part of the Bid, any information to correct errors or deficiencies in the Bid that are clerical or administrative, such as, without limitation, failure to sign the Bid or any part or to checkmark a box in a form, or other failure of format or form or failure to acknowledge; failure to provide a procurement business number or contact information such as names, addresses and telephone numbers; inadvertent errors in numbers or calculations that do not change the amount the Bidder has specified as the price or of any component thereof that is subject to evaluation. This shall not limit Canada's right to request or accept any information after the bid solicitation closing in circumstances where the bid solicitation expressly provides for this right. The Bidder will have the time period specified in writing by Canada to provide the necessary documentation. Failure to meet this deadline will result in the Bid being declared non-responsive.

The PBCP does not limit Canada's rights under Standard Acquisition Clauses and Conditions (SACC) 2003 (2018-05-22) Standard Instructions – Goods or Services – Competitive Requirements nor Canada's right to request or accept any information during the solicitation period or after bid solicitation closing in circumstances where the bid solicitation expressly provides for this right, or in the circumstances described in subsection (c).

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Canada will send any Notice or CAR by any method Canada chooses, in its absolute discretion. The Bidder must submit its response by the method stipulated in the Notice or CAR. Responses are deemed to be received by Canada at the date and time they are delivered to Canada by the method and at the address specified in the Notice or CAR. An email response permitted by the Notice or CAR is deemed received by Canada on the date and time it is received in Canada's email inbox at Canada's email address specified in the Notice or CAR. A Notice or CAR sent by Canada to the Bidder at any address provided by the Bidder in or pursuant to the Bid is deemed received by the Bidder on the date it is sent by Canada. Canada is not responsible for late receipt by Canada of a response, however caused.

4.1.1.2 (2018-03-13) Phase I: Financial Bid

After the closing date and time of this bid solicitation, Canada will examine the Bid to determine whether it includes a Financial Bid and whether any Financial Bid includes all information required by the solicitation. Canada's review in Phase I will be limited to identifying whether any information that is required under the bid solicitation to be included in the Financial Bid is missing from the Financial Bid. This review will not assess whether the Financial Bid meets any standard or is responsive to all solicitation requirements.

Canada's review in Phase I will be performed by officials of the Department of Public Works and Government Services.

If Canada determines, in its absolute discretion that there is no Financial Bid or that the Financial Bid is missing all of the information required by the bid solicitation to be included in the Financial Bid, then the Bid will be considered non-responsive and will be given no further consideration.

For Bids other than those described in c), Canada will send a written notice to the Bidder ("Notice") identifying where the Financial Bid is missing information. A Bidder, whose Financial Bid has been found responsive to the requirements that are reviewed at Phase I, will not receive a Notice. Such Bidders shall not be entitled to submit any additional information in respect of their Financial Bid.

The Bidders who have been sent a Notice shall have the time period specified in the Notice (the "Remedy Period") to remedy the matters identified in the Notice by providing to Canada, in writing, additional information or clarification in response to the Notice. Responses received after the end of the Remedy Period will not be considered by Canada, except in circumstances and on terms expressly provided for in the Notice.

In its response to the Notice, the Bidder will be entitled to remedy only that part of its Financial Bid which is identified in the Notice. For instance, where the Notice states that a required line item has been left blank, only the missing information may be added to the Financial Bid, except that, in those instances where the addition of such information will necessarily result in a change to other calculations previously submitted in its Financial Bid, (for example, the calculation to determine a total price), such necessary adjustments shall be identified by the Bidder and only these adjustments shall be made. All submitted information must comply with the requirements of this solicitation.

Any other changes to the Financial Bid submitted by the Bidder will be considered to be new information and will be disregarded. There will be no change permitted to any other Section of the Bidder's Bid. Information submitted in accordance with the requirements of this solicitation in response to the Notice will replace, in full, only that part of the original Financial Bid as is permitted above, and will be used for the remainder of the bid evaluation process.

Canada will determine whether the Financial Bid is responsive to the requirements reviewed at Phase I, considering such additional information or clarification as may have been provided by the Bidder in accordance with this Section. If the Financial Bid is not found responsive for the requirements reviewed at Phase I to the satisfaction of Canada, then the Bid shall be considered non-responsive and will receive no further consideration.

Only Bids found responsive to the requirements reviewed in Phase I to the satisfaction of Canada, will receive a Phase II review.

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4.1.1.3(2018-03-13) Phase II: Technical Bid

Canada's review at Phase II will be limited to a review of the Technical Bid to identify any instances where the Bidder has failed to meet any Eligible Mandatory Criterion. This review will not assess whether the Technical Bid meets any standard or is responsive to all solicitation requirements. Eligible Mandatory Criteria are all mandatory technical criteria that are identified in this solicitation as being subject to the PBCP. Mandatory technical criteria that are not identified in the solicitation as being subject to the PBCP, will not be evaluated until Phase III.

Canada will send a written notice to the Bidder (Compliance Assessment Report or "CAR") identifying any Eligible Mandatory Criteria that the Bid has failed to meet. A Bidder whose Bid has been found responsive to the requirements that are reviewed at Phase II will receive a CAR that states that its Bid has been found responsive to the requirements reviewed at Phase II. Such Bidder shall not be entitled to submit any response to the CAR.

A Bidder shall have the period specified in the CAR (the "Remedy Period") to remedy the failure to meet any Eligible Mandatory Criterion identified in the CAR by providing to Canada in writing additional or different information or clarification in response to the CAR. Responses received after the end of the Remedy Period will not be considered by Canada, except in circumstances and on terms expressly provided for in the CAR.

The Bidder's response must address only the Eligible Mandatory Criteria listed in the CAR as not having been achieved, and must include only such information as is necessary to achieve such compliance. Any additional information provided by the Bidder which is not necessary to achieve such compliance will not be considered by Canada, except that, in those instances where such a response to the Eligible Mandatory Criteria specified in the CAR will necessarily result in a consequential change to other parts of the Bid, the Bidder shall identify such additional changes, provided that its response must not include any change to the Financial Bid.

The Bidder's response to the CAR should identify in each case the Eligible Mandatory Criterion in the CAR to which it is responding, including identifying in the corresponding section of the original Bid, the wording of the proposed change to that section, and the wording and location in the Bid of any other consequential changes that necessarily result from such change. In respect of any such consequential change, the Bidder must include a rationale explaining why such consequential change is a necessary result of the change proposed to meet the Eligible Mandatory Criterion. It is not up to Canada to revise the Bidder's Bid, and failure of the Bidder to do so in accordance with this subparagraph is at the Bidder's own risk. All submitted information must comply with the requirements of this solicitation.

Any changes to the Bid submitted by the Bidder other than as permitted in this solicitation, will be considered to be new information and will be disregarded. Information submitted in accordance with the requirements of this solicitation in response to the CAR will replace, in full, only that part of the original Bid as is permitted in this Section.

Additional or different information submitted during Phase II permitted by this section will be considered as included in the Bid, but will be considered by Canada in the evaluation of the Bid at Phase II only for the purpose of determining whether the Bid meets the Eligible Mandatory Criteria. It will not be used at any Phase of the evaluation to increase or decrease any score that the original Bid would achieve without the benefit of such additional or different information. For instance, an Eligible Mandatory Criterion that requires a mandatory minimum number of points to achieve compliance will be assessed at Phase II to determine whether such mandatory minimum score would be achieved with such additional or different information submitted by the Bidder in response to the CAR. If so, the Bid will be considered responsive in respect of such Eligible Mandatory Criterion, and the additional or different information submitted by the Bidder shall bind the Bidder as part of its Bid, but the Bidder's original score, which was less than the mandatory minimum for such Eligible Mandatory Criterion, will not change, and it will be that original score that is used to calculate any score for the Bid

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Canada will determine whether the Bid is responsive for the requirements reviewed at Phase II, considering such additional or different information or clarification as may have been provided by the Bidder in accordance with this Section. If the Bid is not found responsive for the requirements reviewed at Phase II to the satisfaction of Canada, then the Bid shall be considered non-responsive and will receive no further consideration.

Only Bids found responsive to the requirements reviewed in Phase II to the satisfaction of Canada, will receive a Phase III evaluation.

4.1.1.4 (2018-03-13) Phase III: Final Evaluation of the Bid

In Phase III, Canada will complete the evaluation of all Bids found responsive to the requirements reviewed at Phase II. Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.

A Bid is non-responsive and will receive no further consideration if it does not meet all mandatory evaluation criteria of the solicitation.

4.1.2 (2017-07-31) Technical Evaluation

4.1.2.1 (2017-07-31) Mandatory Technical Criteria

The Phased Bid Compliance Process will apply to all mandatory technical criteria.

No.	Mandatory Technical Criteria for Stream 1 and Stream 2	Identify Page No(s) In Offer
MTC #1	<p>Corporate Experience of the Firm :</p> <p>The Offeror must have recent experience in managing the delivery of all the courses in Stream 1, or Stream 2 or both, as set out in Annex A Statement of Work herein. "Recent" is defined as a minimum twenty four (24) months from the closing date of this Request For Standing Offer.</p>	
MTC #2	<p>Instructors:</p> <p>The Offeror must propose a minimum of three (3) Instructors.</p> <p>All proposed Instructors must have a minimum of three (3) years recent experience training individuals at the post-secondary level or higher. "Recent" is defined as a minimum twenty four (24) months from the closing date of this Request For Standing Offer.</p>	

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4.1.3 Financial Evaluation

4.1.3.1 Mandatory Financial Criteria

- a) Offerors must submit firm prices for all items listed in offered Stream(s).
- b) Offerors must submit a percentage discount in Annex "C", Pricing Basis C.
- c) The rates MUST be in the format requested.

4.1.3.2 Stream 1 and Stream 2, Pricing Basis A and B

Stream 1 and Stream 2 will be evaluated separately.

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For each course code, the estimated number of Students (Column A) will be multiplied by the average yearly Firm Price per Student (Column C) for all three years as detailed in Annex "C", Basis of Payment to arrive at an Extended Price.

4.1.3.3 Additional Courses, Pricing Basis C

The percentage discount will be multiplied by the estimated dollar value and the result subtracted from the estimated dollar value to arrive at an Extended Price.

4.1.3.4

The Extended Prices will be added together to determine the Evaluated Price.

4.2 Basis of Selection

4.2.1 An offer must comply with the requirements of the Request for Standing Offers and meet all mandatory technical criteria to be declared responsive. The responsive offer with the lowest evaluated price per Stream will be recommended for issuance of a standing offer.

4.2.2 Up to a maximum of two (2) Standing Offers may be issued.

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PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Offerors must provide the required certifications and additional information to be issued a standing offer.

The certifications provided by offerors to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare an offer non-responsive, will have the right to set-aside a standing offer, or will declare a Contractor in default if any certification made by the Offeror is found to be untrue whether made knowingly or unknowingly during the offer evaluation period, during the Standing Offer period, or during the contract period.

The Standing Offer Authority will have the right to ask for additional information to verify the Offeror's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Standing Offer Authority will render the offer non-responsive, result in the setting aside of the Standing Offer or constitute a default under the Contract.

5.1 Certifications Required with the Offer

Offerors must submit the following duly completed certifications as part of their offer.

5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the Integrity Provisions of the Standard Instructions, all offerors must provide with their offer, **if applicable**, the declaration form available on the [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

5.2 Certifications Precedent to the Issuance of a Standing Offer and Additional Information

The certifications and additional information listed below should be submitted with the offer, but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Standing Offer Authority will inform the Offeror of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame provided will render the offer non-responsive.

5.2.1 Integrity Provisions – Required Documentation

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real procurement agreement of the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Offeror must provide the required documentation, as applicable, to be given further consideration in the procurement process.

5.2.2 Federal Contractors Program for Employment Equity - Standing Offer Certification

By submitting an offer, the Offeror certifies that the Offeror, and any of the Offeror's members if the Offeror is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list) available at the bottom of the page of the [Employment and Social Development Canada-Labour's](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#s4) website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#s4>).

Canada will have the right to declare an offer non-responsive, or to set-aside a Standing Offer, if the Offeror, or any member of the Offeror if the Offeror is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list at the time of issuing of a Standing Offer or during the period of the Standing Offer.

5.2.3 Additional Certifications Precedent to Issuance of a Standing Offer

5.2.3.1 Status and Availability of Resources

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The Offeror certifies that, should it be issued a standing offer as a result of the Request for Standing Offer, every individual proposed in its offer will be available to perform the Work resulting from a call-up against the Standing Offer as required by Canada's representatives and at the time specified in a call-up or agreed to with Canada's representatives. If for reasons beyond its control, the Offeror is unable to provide the services of an individual named in its offer, the Offeror may propose a substitute with similar qualifications and experience. The Offeror must advise the Standing Offer Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Offeror: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Offeror has proposed any individual who is not an employee of the Offeror, the Offeror certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Offeror must, upon request from the Standing Offer Authority, provide a written confirmation, signed by the individual, of the permission given to the Offeror and of his/her availability.

5.2.3.2 Education and Experience

The Offeror certifies that all the information provided in the résumés and supporting material submitted with its offer, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Offeror to be true and accurate. Furthermore, the Offeror warrants that every individual offered by the Offeror for the requirement is capable of performing the Work resulting from a call-up against the Standing Offer.

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PART 6 - SECURITY REQUIREMENTS

6.1 Security Requirements

Before issuance of a standing offer, the following conditions must be met:

- (a) the Offeror must hold a valid organization security clearance as indicated in Part 7A - Standing Offer;
- (b) the Offeror's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 7A - Standing Offer;
- (c) the Offeror must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;

Offerors are reminded to obtain the required security clearance promptly. Any delay in the issuance of a standing offer to allow the successful Offeror to obtain the required clearance will be at the entire discretion of the Standing Offer Authority.

For additional information on security requirements, offerors should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

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PART 7 - STANDING OFFER AND RESULTING CONTRACT CLAUSES

A. STANDING OFFER

7.1 Offer

7.1.1 The Offeror offers to perform the Work in accordance with the Statement of Work at Annex "A".

7.2 Security Requirements

7.2.1 The following security requirements (SRCL and related clauses provided by ISP) apply and form part of the Standing Offer.

SECURITY REQUIREMENT FOR CANADIAN SUPPLIER: PWGSC FILE # W3028-19-RG002

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS), issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
2. The Contractor/Offeror personnel requiring access to sensitive work site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by CISD/PWGSC.
3. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
4. The Contractor/Offeror must comply with the provisions of the:
 - a) Security Requirements Check List and security guide (if applicable), attached at Annex "E";
 - b) *Industrial Security Manual* (Latest Edition).

7.3 Standard Clauses and Conditions

All clauses and conditions identified in the Standing Offer and resulting contract(s) by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

7.3.1 General Conditions

[2005](#) (2017-06-21) General Conditions - Standing Offers - Goods or Services, apply to and form part of the Standing Offer.

7.3.2 Standing Offers Reporting

The Offeror must compile and maintain records on its provision of goods and services to Canada under contracts resulting from the Standing Offer. This data must include all purchases done by Canada, including those acquired and paid for by Canada acquisition cards.

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The Offeror must provide this data in accordance with the reporting requirements detailed in annex entitled "G". If some data is not available, the reason must be indicated in the report. If no goods or services is provided during a given period, the Offeror must provide a "nil" report.

The data must be submitted on a quarterly basis to the Standing Offer Authority.

The quarterly reporting periods are defined as follows:

- first quarter: 01 February to 30 April
- second quarter: 01 May to 31 July
- third quarter: 01 August to 31 October
- fourth quarter: 01 November to 31 January

The data must be submitted to the Standing Offer Authority no later than 30 calendar days after the end of the reporting period.

7.4 Term of Standing Offer

7.4.1 Period of the Standing Offer

The period for making call-ups against the Standing Offer is from 01 February 2019 to 31 January 2022 inclusive.

7.5 Authorities

7.5.1 Standing Offer Authority

The Standing Offer Authority is:

Name: Pauline Cook
Title: Supply Specialist
Public Works and Government Services Canada
Acquisitions Branch
Directorate: Kingston
Address: 86 Clarence Street, Kingston, Ontario K7L 1X3
Telephone: 613-536-4602
Facsimile: 613-545-8067
E-mail address: Pauline.Cook@pwgsc.gc.ca

The Standing Offer Authority is responsible for the establishment of the Standing Offer, its administration and its revision, if applicable. Upon the making of a call-up, as Contracting Authority, he is responsible for any contractual issues relating to individual call-ups made against the Standing Offer by any Identified User.

7.5.2 Project Authority

The Project Authority for the Standing Offer is identified in the call-up against the Standing Offer.

The Project Authority is the representative of the department or agency for whom the Work will be carried out pursuant to a call-up against the Standing Offer and is responsible for all the technical content of the Work under the resulting Contract.

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7.5.3 Offeror's Representative (Canada to insert this information at issuance of the Standing Offer)

Name: _____
Title: _____
Organization: _____
Address: _____
Telephone: _____
Facsimile: _____

7.6 Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2012-2](#) of the Treasury Board Secretariat of Canada.

7.7 Identified Users

The Identified User authorized to make call-ups against the Standing Offer is: (Canada to insert information at issuance of the Standing Offer).

7.8 Call-up Procedures

The Work will be authorized or confirmed by the Identified User(s) using form PWGSC-TPSGC 942, Call-up against a Standing Offer, or an electronic version.

7.9 Call-up Instrument

The Work will be authorized or confirmed by the Identified User(s) using the duly completed forms or their equivalents as identified in paragraphs 2 and 3 below, or by using Canada acquisition cards (Visa or MasterCard) for low dollar value requirements.

- a) Call-ups must be made by Identified Users' authorized representatives under the Standing Offer and must be for goods or services or combination of goods and services included in the Standing Offer at the prices and in accordance with the terms and conditions specified in the Standing Offer.
- b) Any of the following forms could be used which are available through [PWGSC Forms Catalogue](#) website:
 - a) PWGSC-TPSGC 942 Call-up Against a Standing Offer
 - b) PWGSC-TPSGC 942-2 Call-up Against a Standing Offer - Multiple Delivery
 - c) PWGSC-TPSGC 944 Call-up Against Multiple Standing Offers (English version)
 - d) PWGSC-TPSGC 945 Commande subséquente à plusieurs offres à commandes (French version)

or

- c) An equivalent form or electronic call-up document which contains at a minimum the following information:
 - a) standing offer number;
 - statement that incorporates the terms and conditions of the Standing Offer;
 - description and unit price for each line item;
 - total value of the call-up;
 - point of delivery;
 - confirmation that funds are available under section 32 of the Financial Administration Act;

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- confirmation that the user is an Identified User under the Standing Offer with authority to enter into a contract.

7.10 Limitation of Call-ups

Individual call-ups against the Standing Offer must not exceed **\$100,000.00** (Applicable Taxes included).

Individual call-ups exceeding **\$100,000.00** (Applicable Taxes included) must be forwarded to the Standing Offer Authority.

7.11 Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- a) the call up against the Standing Offer, including any annexes;
- b) the articles of the Standing Offer;
- c) the general conditions [2005](#) (2017-06-21), General Conditions - Standing Offers - Goods or Services
- d) the general conditions [2010B](#) (2018-06-21), General Conditions - Professional services (medium complexity);
- e) Annex "A", Statement of Work;
- f) Annex "B", Lesson Specifications;
- g) Annex "C", Basis of Payment;
- h) Annex "D", Insurance Requirements;
- i) Annex "E", Security Requirement Checklist;
- j) the Offeror's offer dated _____ (*insert the date of the offer*).

7.12 Certifications and Additional Information

7.12.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Offeror with its offer or precedent to issuance of the Standing Offer (SO), and the ongoing cooperation in providing additional information are conditions of issuance of the SO and failure to comply will constitute the Offeror in default. Certifications are subject to verification by Canada during the entire period of the SO and of any resulting contract that would continue beyond the period of the SO.

7.13 Applicable Laws

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in.

7.14 Transition to an e-Procurement Solution (EPS)

During the period of the Standing Offer, Canada may transition to an EPS for more efficient processing and management of individual call-ups for any or all of the SO's applicable goods and services. Canada reserves the right, at its sole discretion, to make the use of the new e-procurement solution mandatory.

Canada agrees to provide the Offeror with at least a three-month notice to allow for any measures necessary for the integration of the Offer into the EPS. The notice will include a detailed information package indicating the requirements, as well as any applicable guidance and support.

If the Offeror chooses not to offer their goods or services through the e-procurement solution, the Standing Offer may be set aside by Canada.

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B. RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from a call-up against the Standing Offer.

7.1 Statement of Work

The Contractor must perform the Work described in the call-up against the Standing Offer.

7.2 Standard Clauses and Conditions

7.2.1 General Conditions

[2010B](#) (2018-06-21), General Conditions - Professional services (medium complexity) apply to and form part of the Contract.

Section 15 Interest on Overdue Accounts, of [2010B](#) (2018-06-21), General Conditions - Professional services (medium complexity) will not apply to payments made by credit cards.

7.3 Term of Contract

7.3.1 Period of the Contract

The Work is to be performed during the period of the call-up against the Standing Offer.

7.4 Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2012-2](#) of the Treasury Board Secretariat of Canada.

7.5 Payment

7.5.1 Basis of Payment

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm unit price(s), as specified in Annex "C" for a cost of \$_____ (*insert the amount at contract award*). Customs duties are included and applicable Taxes are extra.

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work, unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

7.5.2 Limitation of Price

SACC Manual clause [C6000C](#) (2017-08-17), Limitation of Price

7.5.3 Single Payment

SACC Manual Clause [H1000C](#) (2008-05-12), Single Payment

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7.5.4 Electronic Payment of Invoices – Call-up

The Contractor accepts to be paid using any of the following Electronic Payment Instrument(s):

- a. Visa Acquisition Card;
- b. MasterCard Acquisition Card;
- c. Direct Deposit (Domestic and International);
- d. Electronic Data Interchange (EDI);
- e. Wire Transfer (International Only);
- f. Large Value Transfer System (LVTS) (Over \$25M)

7.6 Invoicing Instructions

The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.

Each invoice must be supported by:

- (a) The invoice number;
- (b) The amount of the invoice (HST excluded);
- (c) The amount of the HST;
- (d) The date of service delivery;
- (e) The name and address of the designated user;
- (f) The number of the Standing Offer identified on Page 1 of the Call-up;
- (g) The number of the Call-up;
- (h) The attendance sheets to support the personnel training records; and
- (i) Any other documents as specified in the Statement of Work;

Invoices must be distributed as follows:

The original must be forwarded to the addressee shown on page 1 of the Call-up for certification and payment; and one (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

7.7 Insurance - Specific Requirements

The Contractor must comply with the insurance requirements specified in Annex "D". The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. For Canadian-based Contractors, coverage must be placed with an Insurer licensed to carry out business in Canada, however, for Foreign-based Contractors, coverage must be placed with an Insurer with an A.M. best rating no less than "A-". The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

7.8 Canadian Forces Base Site Regulations

The Contractor must comply with all standing orders or other regulations, instructions and directives in force on the site where the Work is performed.

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ANNEX "A"

STATEMENT OF WORK

Background

The Canadian Forces Base Kingston (CFB Kingston) requires a Contractor to provide computer program and network system certified training on an "as and when required basis" to selected CFB Kingston Lodger Unit personnel in Kingston, Ontario.

This training is required by various Lodger Unit's located at CFB Kingston to deploy specialized detachments that provide National Command and Control Information Systems (NCCIS) and Local Area Network (LAN) services. These detachments employ a variety of computer and network operating systems to establish and maintain the required data connectivity. Detachments consist of both system operator, administrator and repair technician.

The training must be delivered in the English language.

The training must prepare personnel to deploy specialized detachments that provide National Command and Control Information Systems (NCCIS) and Local Area Network (LAN) services. Training courses are divided into 2 Streams, Technical and Soft Skills.

Soldiers supporting or working with an NCCIS or LAN detachment need detailed technical knowledge of networking and operating systems to properly administer and maintain these systems. Soldiers with this specialty may be employed with very little direct supervision and will be expected to perform the tasks.

Currently, the CFB Kingston does not have the in-house instructional capability to train their soldiers to the level required to perform these functions.

The core functionality requirement is to provide operators, administrators and technicians with the necessary skills to perform a very specific job not to seek official certification. Training to achieve levels of certification offered by Microsoft®, or Cisco® is not part of this Statement of Work. Lesson specifications have been identified in the attached Annex B.

Deliverables

The Contractor must provide the following courses

Stream 1 – Technical Skills

Course A: Interconnecting Cisco® Network Devices

Course B: Implementing Cisco® Unified Communication Voices over IP

Course C: Transmission Control Protocol (TCP) / Internet Protocol (IP)

Course D: Microsoft® Exchange Server (Version 2008 or 2010)

Course E: Certified Ethical Hacking and Countermeasure

Course F: Microsoft® Windows Server

F1: Managing a Microsoft® Windows 2008 or 2010 Server Environment

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- F2: Managing and Maintaining a Microsoft® Windows 2008 or 2010 Network Environment
 - F3: Maintaining a Microsoft® Windows Server 2008 or 2010 Environment
 - F4: Implementing a Microsoft® Windows 2008 or 2010 Network Infrastructure Network Hosts
 - F5: Planning, Implementing and Maintaining a Microsoft® Windows Server 2008 or 2010 Active directory Infrastructure

Course G: Configuring and Administering Microsoft® Share Point 2010.

Stream 2 – Soft Skills

Course H: **MICROSOFT® OFFICE 2013 or 2016 LEVEL I**

- H1: Microsoft ® Access
- H2: Microsoft ® Outlook
- H3: Microsoft ® Excel
- H4: Microsoft ® Power Point
- H5: Microsoft ® Word

Course I: **MICROSOFT ® OFFICE 2013 or 2016 - LEVEL II**

- I1: Microsoft® Access
- I2: Microsoft® Excel
- I3: Microsoft ®Power Point
- I4: Microsoft® Word

Course J: **MICROSOFT® OFFICE 2013 or 2016 - LEVEL III**

- J1: Microsoft® Access
- J2: Microsoft® Excel
- J3: Microsoft® Word

Course K: Microsoft® Visio Professional 2010

Course L: AutoCAD® 2014

Course M: LINUX® Vx.7

- M1: LINUX® V x.7 Introduction
- M2: LINUX® Vx.7 Administration

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Additional Training

Additional computer training courses other than those listed in Stream 1 or Stream 2 that are available on the Contractor's website for a minimum of one (1) to a maximum of five (5) students at the Contractor's facility.

Examples of Additional Courses
Config, Manage and Trouble Shoot Exchange 2010
SharePoint Applications
Data Analysis Fundamentals
Server 2012
Administering Microsoft SQL Databases
Access
Access 2010 Level 2
Acrobat X1 Basic
Admin SQL Server
Administering Windows Server 2012
Adobe InDesign CS6 Basic
AutoCAD
CEH V9
Certified Network Defender
Computer Hacking Forensic Investigator
Custom SharePoint 2013
Custom SharePoint 2016
Custom SharePoint 2016 one on one
Customer Service
Cyber Awareness
Digital Marketing
EC Council CSCU
Excel 2010 Level 1
Excel 2010 Level 2
Excel 2010 Level 3
Excel VBA
ICND 1
ICND 2
ICND Boot Camp
Installing and Configuring Windows Server 2012
Introduction to SharePoint
Linux SA1
Microsoft Project 2010 Advanced
Microsoft Project 2010 Foundations
MS One Note
MS Project Level 1

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Examples of Additional Courses
MS Project Level 2
MS Project 2010 Advanced
MS Project 2010 Foundations
MS Project Foundations
MS Publisher 2010
Outlook
Photoshop CS6 Basic
PowerPoint 2010 Level 1
PowerShell
Project Level 1
Project Level 2
Project Management Certification
SCCM 2012
SharePoint 2010
SharePoint 2010 Config and Admin
SharePoint 2010 Designer
SharePoint 2016 Introduction
SharePoint 2016 Plan and Admin
TCP/IP
Visio
VMware 6.0 vSphere
Windows 10 End User
Word 2010 Level 1

Requirements

Training must cover the topics and areas specified in Annex "B", Lesson Specifications. The Contractor must submit a detailed course outline for each course being delivered together with a list of personnel who will deliver the training.

The approved course outline will be used throughout the period of the standing offer, unless there are major changes to the technical requirement under each topic. Should a review of any of the course content be required, the Contractor must provide the revised course outline for approval by the Project Authority without increasing the current prices offered.

Classroom teaching is to consist of approximately thirty (30%) percent lecture and seventy (70%) percent practical hands-on.

Cisco® classrooms labs are to be a combination of labs on actual routers and switches plus simulation labs.

Certificates must be issued to all students who successfully complete the identified courses. Certificates should include the name of the course and the student's name and rank. Copies of all certificates are to be sent to the identified user.

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DND reserves the right to observe any course delivery session for quality control purposes to ensure that the delivered training is in accordance with DND standards as set out in the Lesson Specifications identified in Annex "B".

Instructor Qualifications

Instructors must possess the certified qualifications to deliver the course satisfactory to the Project Authority (PA). Prior to commencement of scheduled course(s), the Contractor must provide to the Project Authority with the instructor's experience, qualifications and security clearance. No sub-contractors are to perform the work without prior authorization from the Project Authority.

All Instructors must have a minimum of three (3) years ~~recent~~ experience training students at the post-secondary level or higher.

Training Location and Facilities

Normally, all training will be conducted on-site using CFB Kingston Lodger Unit facilities (see exception below). CFB Kingston Lodger Unit's will provide classroom/lab facilities that contain one computer per student, plus one for an instructor, as well as servers and appropriate networking hardware. If necessary, CFB Kingston Lodger Unit's technical staff can pre-configure the software that is installed on DND computers to the Contractor's specification prior to course start. Audio visual systems can also be provided.

It is not always possible for DND to offer the required course(s) at the CFB Kingston Lodger Unit's facility. The space is limited and sometimes several courses are required to run simultaneously requiring an off-site location. The Contractor must provide an alternate training facility located within the city limits of Kingston when off-site training is required by DND.

Course Materials

Contractors are responsible for the required licenses to install software for each product for *every* student for *every* course outlined herein for all training.

Contractors are also responsible to provide all course material including any required books, lab handout, workbooks necessary to provide the training. Course material must be available in electronic format with detailed sections for easy reference after the course is completed.

Lesson Specifications

Lesson Specifications in Annex "B" detail the content and subject matter for the Contractor's compliance and form part of this Statement of Work.

Prerequisites

Training prerequisite for each course is stated in the lesson specifications. Students participating in the training sessions will have the prerequisites as well as a minimum familiarity with computers and Microsoft Windows operating systems.

Testing

The Contractor must administer a written and a practical test at the end of each course detailed in Annex "B" Lesson Specifications. Students must achieve a performance score of 75% to pass the

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course. Although an industry standard pass mark is 80%, CFB Kingston students are being trained towards performing a job function and do not require an official Microsoft® certification at the conclusion of the training and testing, except where specified. Therefore, the lower pass mark of 75% is acceptable.

Testing is to occur on the last day of the course. The Contractor is responsible to provide the test, invigilate, mark and summary results to each student and the PA. Determination of the pass standard, based on the test result and the student's performance, will be the responsibility of the Project Authority. Re-writes of the exam are to be available at no cost to DND at a mutually agreed upon schedule.

Course Scheduling and Cancellation

The PA will provide and require a minimum of one month's advance notice before the start of the course.

CFB Kingston Lodger Unit's reserves the right to add, cancel or change the date and location of courses by giving written notice at least 5 business days before the start of the course. There will be no charge for such cancellations.

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ANNEX "B"

LESSON SPECIFICATIONS

STREAM 1 – Technical Skills

COURSE "A" - INTERCONNECTING CISCO® NETWORK DEVICES

REQUIREMENTS:

1. Train personnel who will employ Cisco® Routers within Canadian Armed Forces (CAF) network.
2. Selected Canadian Forces Base Kingston, Lodger Unit's personnel will receive this training to fulfil job requirements, which involve programming or managing Cisco® Routers.
3. Prerequisites: TCP/IP

COURSE DELIVERY:

1. Performance Objective (PO) and/or topics instructed would be as follows:
 - a. Interconnect Cisco® switches and routers according to given network design specifications;
 - b. Use Cisco® software to identify addresses, protocols and connectivity status in a network with multiple, interconnected Cisco® devices;
 - c. Configure Cisco® switches and routers to support a broad range of protocols and technologies;
 - d. Configure lists to control access to network devices or segments and to general network traffic; and
 - e. Verify that Cisco® switches and routers operate as intended within their given network specification.
2. Resources required would include the following:
 - a. Classroom environment: 1 student per computer loaded with Microsoft® Windows 2008 or 2010 Server, 4 Student per router, Internet Connection. Classroom labs to be a combination of labs on actual router and switches plus simulation labs;
 - b. One instructor per class; and
 - c. Cisco® course to be taught only by Cisco® Certified System Instructor and using only authorized Cisco® courseware.
3. This training will be conducted at the requesting CFB Kingston Lodger Unit or Contractor's facility in the appropriate classroom.
4. Course duration is 5 training days taught to the Cisco® Certified Network Associate Standard with classrooms labs to consist of simulation plus actual router and switch training.
5. Exercises and labs will be included on this course.

STANDARD: Minimum performance expected is 75% on practical or written test or PO.

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ANNEX "B" - LESSON SPECIFICATIONS - STREAM 1 – Continued

COURSE "B" – IMPLEMENTING CISCO® UNIFIED COMMUNICATION VOICES OVER IP

REQUIREMENTS:

1. Train personnel who will employ Cisco® Routers VOiP in military network.
2. Selected CFB Kingston Lodger Unit's personnel will receive this training to fulfil job requirements, which involve programming or managing Cisco® Routers VOiP.
3. Prerequisites: TCP/IP and Interconnecting Cisco® Network Devices.

COURSE DELIVERY:

1. Performance Objective (PO) and/or topics instructed would be as follow:
 - a. Recognized components of a VoIP network, VoIP protocols special requirements for VoIP calls, and Codecs;
 - b. Configure gateway interconnections to support VoIP and PSTN calls;
 - c. Basic signaling and protocols used on voice gateway;
 - d. Configure a gateway to support calls using different call control and signaling protocols;
 - e. Define a dial plan, describing the purpose of each dial plan component, and implement a dial plan on a voice gateway;
 - f. Implement a Cisco® Unified Border Element (CUBE) gateway to connect to an Internet Telephony Service Provider;
 - g. Exclusive - Investigate the use of various traditional telephony connections, such as FXS, FXO, E&M, T1 (GAS and PRI), and E1 (GAS and PRI);
 - h. Configure and troubleshoot Cisco® new ISR routers (2811s) and explore their DSP configuration (PVDM2-32 cards);
 - i. Configure H.323 gateways and gatekeepers and review their functions and operation;
 - j. Configure Session Initiation Protocol (SIP) and Media Gateway Control Protocol (MGCP);
 - k. Experience G.711, G.723, and G.729 voice coding schemes;
 - l. Configure Call Admission Control three different ways;
 - m. Configure proper Caller ID;
 - n. Experience real-world connections to PBXs, Key Telephone Systems, and the PSTN; and
 - o. Configure router/gateway equipment to connect to public dial plan network using different call control protocols and procedures.
2. Resources required would include the following:
 - a. Classroom environment: 1 student per computer loaded with Microsoft® Windows 2008 or 2010 Server, 4 Student per router, Internet Connection. Classroom labs to be a combination of labs on actual router and PBX plus simulation labs;
 - b. One instructor per class; and
 - c. Cisco course to be taught only by Cisco® Certified System Instructor and using only authorized Cisco® courseware.
2. This training will be conducted at the requesting CFB Kingston Lodger Unit or Contractor's facility in the appropriate classroom.
3. Course duration is 5 training days taught to the Cisco® Certified Network Associate Standard with classrooms labs to consist of simulation plus actual router and PBX training.
4. Exercises and labs will be included on this course.

STANDARD: Minimum performance expected is 75% on practical or written test or PO.

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ANNEX "B" - LESSON SPECIFICATIONS – STREAM 1 - Continued

COURSE "C" – TCP / IP

REQUIREMENTS:

1. Train personnel who will employ the TCP/IP protocol under a Window or Unix OS in a military environment.
2. Selected CFB Kingston Lodger Unit's personnel will receive this training when they are identified as potential LAN administrators who will be expected to configure networks and manipulate or troubleshoot TCP/IP environments.
3. Prerequisites: Microsoft® Window Exchange Server 2008 or 2010.

COURSE DELIVERY:

1. Performance Objective (PO) and/or topics instructed would be as follow:
 - a. Introduction to TCP/IP:
 1. History and evolution of the Internet and TCP/IP;
 2. Differences between hubs, routers and gateways;
 3. Discuss and consider the protocol problem and the OSI reference model; and
 4. Introduction to IPV6.
 - b. Installation of TCP/IP and components:
 1. Install and configure the Microsoft® TCP/IP Protocol;
 2. Install and configure DHCP services including a DHCP relay agent;
 3. Install and configure a WINS server;
 4. Install and configure a DNS server and an FTP server on Microsoft ® Windows 2008 or 2010 environment; and
 5. Install Microsoft® RAS services and configure the appropriate protocols.
 - c. System Configuration:
 1. Install and configure Microsoft® Windows 2008 or 2010 domain environment including a Primary Domain Controller, Backup Domain Controller and Stand Alone Server;
 2. Define the default IP address classes and subnet masks;
 3. Configure the full range of valid IP addresses for a given network;
 4. Configure multiple network segments, provide static and dynamics addresses to each segment;
 5. Configure a Microsoft® Windows 2008 or 2010 server to function as an IP router;
 6. Configure NETBIOS naming; and
 7. Configure TCP/IP Network printing support and connect to foreign hosts such as UNIX.
 - d. Troubleshooting:
 1. Test TCP/IP configuration using utilities such as ping and IPCONFIG; and
 2. Troubleshoot an IP network using TCP/IP utilities.

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2. Resources required would include the following:
 - a. Classroom environment: 1 student per computer;
 - b. Microsoft® Windows 2008 or 2010 ready computers; and
 - c. One instructor per class.
 3. This training will be conducted at the requesting CFB Kingston Lodger Unit or Contractor's facility in the appropriate classroom.
 4. Course duration will be 5 training days.
 5. Lab exercises that will be included are as follow:
 - a. Troubleshoot IP addresses;
 - b. Choosing subnet masks;
 - c. Viewing and tuning registry setting;
 - d. Resolving NetBIOS and Domain Names;
 - e. Implementing DNS;
 - f. Installing WINS and DHCP;
 - g. Replicating between WINS servers;
 - h. Configuring multiple subnets;
 - i. Troubleshooting IP routing; and
 - j. Creating a virtual private network (VPN) with PPTP.

STANDARD:

1. Minimum performance expected is 75% on practical or written test or PO.
2. The entire course should be taught in a Microsoft® Windows 2008 or 2010 environment at the request of the client.

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ANNEX "B" - LESSON SPECIFICATIONS - STREAM 1 - Continued

COURSE "D" - MICROSOFT® EXCHANGE SERVER 2008 or 2010

REQUIREMENTS:

1. Train personnel who will employ Microsoft® Exchange Server in a military environment.
2. Selected CFB Kingston Lodger Unit's personnel will receive this training when they are to be employed as LAN Administrators configuring, managing and maintaining an Exchange Server.
2. Prerequisite: Current Windows NOS Administration Course, TCP/IP.

COURSE DELIVERY:

1. Performance Objective (PO) and/or topics instructed would be as follow:
 - a. Install Exchange 2008 or 2010;
 - b. Create and manage Storage Groups, Mailbox Stores, and Public Folder Stores;
 - c. Create and manage public folder, users, contacts, and distribution lists;
 - d. Configure full-text indexing;
 - e. Create and apply mailbox store and public folder store Policies;
 - f. Create a Simple Mail Transfer Protocol (SMTP) Connector to the internet;
 - g. Create and connect Exchange Routing Groups;
 - h. Configure Microsoft® Outlook Web Access;
 - i. Install and configure Exchange 2008 or 2010 Conferencing Server;
 - j. Monitor and tune Exchange 2008 or 2010 performance; and
 - k. Backup Exchange 2008 or 2010 data and restore Exchange 2008 or 2010 after a disaster.
2. Resources required would include the following:
 - a. One student per computer loaded with Microsoft® Windows 2008 or 2010 and configured as per course directive;
 - b. One instructor per course;
 - c. Instructor must be a Microsoft® Certified Trainer;
 - d. Technical course must be taught using only Microsoft® Official Curriculum, instructor- led courseware; and
 - e. Issue an official Microsoft® certificate.
3. This training will be conducted at the requesting CFB Kingston Lodger Unit or Contractor's facility in the appropriate classroom.
4. Course duration will be 5 days.
5. Exercises and labs will be included in the course.

STANDARD: Minimum performance expected is 75% on practical or written test and PO.

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ANNEX "B" - LESSON SPECIFICATIONS – STREAM 1 – Continued

COURSE "E" - CERTIFIED ETHICAL HACKING AND COUNTERMEASURES

REQUIREMENTS:

1. Train personnel who will employ certified hacking and countermeasures in a military environment.
2. Selected CFB Kingston Lodger Unit's personnel will receive this training in order to fully understand the uses of ethical hacking as a defensive tool.
3. Prerequisite: Nil

COURSE DELIVERY:

1. Performance Objective (PO) and/or topics instructed would be as follows:
 - a. Introduction to ethical hacking;
 - b. Foot printing;
 - c. Scanning;
 - d. Enumeration;
 - e. System hacking;
 - f. Trojans and backdoors;
 - g. Sniffers;
 - h. Denial of services;
 - i. Social Engineering;
 - j. Session hijacking;
 - k. Hacking web server;
 - l. Web application vulnerabilities;
 - m. Web based password cracking techniques;
 - n. Sql injection;
 - o. Hacking wireless network;
 - p. Viruses;
 - q. Physical security;
 - r. Linux hacking;
 - s. Evading IDS, Firewalls and detecting honeypots;
 - t. Buffer overflow;
 - u. Cryptography; and
 - v. Penetration testing.
2. Resources required would include the following:
 - a. One computer per student; and
 - b. One instructor per course.
3. This training will be conducted at the requesting CFB Kingston Lodger Unit or Contractor's facility in the appropriate classroom.
4. Course duration will be 5 days.
5. Exercises and labs will be included in the course.

STANDARD: Minimum performance expected is 75% on practical or written test and PO.

ANNEX "B" - LESSON SPECIFICATIONS- STREAM 1 – Continued

COURSE "F" - MICROSOFT® WINDOWS SERVER – 2008 or 2010
F1 - MANAGING A MICROSOFT® WINDOWS 2008 or 2010 SERVER ENVIRONMENT

REQUIREMENTS:

1. Train personnel who will employ a Microsoft® Windows 2008 or 2010 Server in a military environment.
2. Selected CFB Kingston Lodger Unit's personnel will receive this training prior to being employed as Administrators for a Microsoft® Windows 2008 or 2010 Server.
3. Prerequisite: Microsoft® Windows NT Administration Experience.

COURSE DELIVERY:

1. Performance Objective (PO) and/or topics instructed would be as follow:
 - a. Create and populate organizational units with user and computer accounts;
 - b. Manage user and computer accounts;
 - c. Create and manage groups;
 - d. Manage access to resources;
 - e. Implement printing;
 - f. Manage printing;
 - g. Manage access to objects in using organizational units;
 - h. Implement group policy;
 - i. Manage the user and computer environment by using Group Policy; and
 - j. Audit accounts and resources.
2. Resources required would include the following:
 - a. Classroom environment: 1 student per computer load with Microsoft® Windows 2008 or 2010 server;
 - b. One instructor per class;
 - c. Instructor must be a Microsoft® Certified Trainer;
 - d. Technical course must be taught using only Microsoft® Official Curriculum, instructor- led courseware; and
 - e. Issue an official Microsoft® certificate.
3. This training will be conducted at the requesting CFB Kingston Lodger Unit or Contractor's facility in the appropriate classroom.
4. Course duration will be 5 days.
5. Exercises and labs will be included in the course.

STANDARD: Minimum performance expected is 75% on practical or written test and PO.

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ANNEX "B" - LESSON SPECIFICATIONS - STREAM 1 – Continued

**COURSE "F" - MICROSOFT® WINDOWS - 2008 or 2010 SERVERS
F2 - MANAGING AND MAINTAINING A MICROSOFT® WINDOWS 2008 or 2010 NETWORK
ENVIRONMENT**

REQUIREMENTS:

1. Train personnel who will employ a Microsoft® Windows 2008 or 2010 Server in a military environment.
2. Selected CFB Kingston Lodger Unit's personnel will receive this training prior to being employed as Administrators for a Microsoft® Windows 2008 or 2010 Server.
3. Prerequisite: Windows NT Administration Experience and TCP/IP.

COURSE DELIVERY:

1. Performance Objective (PO) and/or topics instructed would be as follow:
 - a. Create and populate organizational units with user and computer accounts;
 - b. Manage user and computer accounts;
 - c. Create and manage group;
 - d. Manage access to resources;
 - e. Implementing printing;
 - f. Manage printing;
 - g. Manage access to object in organizational units;
 - h. Implement group policy;
 - i. Manage the user and computer environment by using group policy;
 - j. Audit accounts and resources;
 - k. Configure a server to monitor system performance;
 - l. Monitor system performance;
 - m. Manage devices drivers by configuring device driver signing and restoring a device driver;
 - n. Manage hard disk;
 - o. Manage data storage;
 - p. Manage disaster recover; and
 - q. Maintain software by using Microsoft Software Update Services.
2. Resources required would include the following:
 - a. Classroom environment: 1 student per computer loaded with Microsoft® Windows 2008 or 2010 server;
 - b. One instructor per class;
 - c. Instructor must be a Microsoft® Certified Trainer;
 - d. Technical course must be taught using only Microsoft® Official Curriculum, instructor- led courseware; and
 - e. Issue an official Microsoft® certificate.
3. This training will be conducted at the requesting CFB Kingston Lodger Unit or Contractor's facility in the appropriate classroom.
4. Course duration will be 5 days.
5. Exercises and labs will be included in the course.

STANDARD: Minimum performance expected is 75% on practical or written test and PO.

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ANNEX "B"- LESSON SPECIFICATIONS - STREAM 1 – Continued

**COURSE "F" - MICROSOFT® WINDOWS - 2008 or 2010 SERVERS
F3 - MAINTAINING A MICROSOFT® WINDOWS SERVER 2008 or 2010 ENVIRONMENT**

REQUIREMENTS:

1. Train personnel who will employ a Microsoft® Windows 2008 or 2010 Server in a military environment.
2. Selected CFB Kingston Lodger Unit's personnel will receive this training prior to being employed as Administrators for a Microsoft® Windows 2008 or 2010 Server.
3. Prerequisite: Managing a Microsoft® Windows Server 2008 or 2010 Environment.

COURSE DELIVERY:

1. Performance Objective (PO) and/or topics instructed would be as follow:
 - a. Prepare to administer server resources;
 - b. Configure a server to monitor system performance;
 - c. Monitor system performance;
 - d. Manage device drivers by configuring device driver signing and restoring a device driver;
 - e. Manage hard disk;
 - f. Manage data storage;
 - g. Manage disaster recovery; and
 - h. Maintain software by using Microsoft® Software Update Services.
2. Resources required would include the following:
 - a. Classroom environment: 1 student per computer loaded with Microsoft® Windows 2008 or 2010 server;
 - b. One instructor per class;
 - c. Instructor must be a Microsoft® Certified Trainer;
 - d. Technical course must be taught using only Microsoft® Official Curriculum, instructor - led courseware; and
 - e. Issue an official Microsoft® certificate.
3. This training will be conducted at the requesting CFB Kingston Lodger Unit or Contractor's facility in the appropriate classroom.
4. Course duration will be 3 days.
5. Exercises and labs will be included in the course.

STANDARD: Minimum performance expected is 75% on practical or written test and PO.

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ANNEX "B" - LESSON SPECIFICATIONS - STREAM 1 – Continued

**COURSE "F" - MICROSOFT® WINDOWS - 2008 or 2010 SERVERS
F4 - IMPEMENTING A MICROSOFT® WINDOWS 2008 or 2010 NETWORK INFRASTRUCTURE
NETWORK HOSTS**

REQUIREMENTS:

1. Train personnel who will employ a Microsoft® Windows 2008 or 2010 Server in a military environment.
2. Selected CFB Kingston Lodger Unit's personnel will receive this training prior to being employed as Administrators for a Microsoft® Windows 2008 or 2010 Server.
3. Prerequisite: Managing a Microsoft® Windows Server 2008 or 2010 Environment.

COURSE DELIVERY:

1. Performance Objective (PO) and/or topics instructed would be as follows:
 - a. Describe the Transmission Control Protocol/Internet Protocol (TCP/IP) protocol architecture;
 - b. Convert Internet Protocol (IP) addresses between decimal and binary;
 - c. Calculate a subnet mask;
 - d. Create subnet using Variable-Length Subnet Mask (VLSM) and Classless Inter-Domain Routing;
 - e. Configure a host to use a static IP address;
 - f. Assign IP addresses in a multitude subnet network;
 - g. Describe the IP routing process;
 - h. Configure a host to obtain an IP address automatically;
 - i. Configure a host so that automatic private IP address configuration is disabled;
 - j. Configure a host to use name servers; and
 - k. Isolate common connectivity issues.
2. Resources required would include the following:
 - a. Classroom environment: 1 student per computer loaded with Microsoft® Windows 2008 or 2010 Server;
 - b. One instructor per class;
 - c. Instructor must be a Microsoft® Certified Trainer;
 - d. Technical course must be taught using only Microsoft® Curriculum, instructor - led courseware; and
 - e. Issue an official Microsoft® certificate.
3. This training will be conducted at the requesting CFB Kingston Lodger Unit or Contractor's facility in the appropriate classroom.
4. Course duration will be 2 days.
5. Exercises and labs will be included in the course.

STANDARD: Minimum performance expected is 75% on practical or written test and PO.

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ANNEX "B" LESSON SPECIFICATIONS - STREAM 1 – Continued

COURSE "F" - MICROSOFT® WINDOWS - 2008 or 2010 SERVERS F5 - PLANNING, IMPLEMENTING AND MAINTAINING A MICROSOFT® WINDOWS SERVER 2008 or 2010 ACTIVE DIRECTORY INFRASTRUCTURE

REQUIREMENTS:

1. Train personnel who will employ a Microsoft® Windows 2008 or 2010 Server in a military environment.
2. Selected CFB Kingston Lodger Unit's personnel will receive this training prior to being employed as Administrators for a Microsoft® Windows 2008 or 2010 Server.
3. Prerequisite: Maintaining a Microsoft® Windows Server 2008 or 2010 Environment.

COURSE DELIVERY:

1. Performance Objective (PO) and/or topics instructed would be as follow:
 - a. Describe the logical and physical components of Active Directory;
 - b. Create and configure a forest and domain structure by using an Active Directory infrastructure design;
 - c. Plan and implement an organizational unit structure;
 - d. Plan and implement Active Directory user, group and computer accounts;
 - e. Plan and implement a Group Policy strategy to centrally manage users and computers in an enterprise;
 - f. Deploy, manage and troubleshoot software that is deployed using Group Policy;
 - g. Implement sites to manage and monitor Active Directory;
 - h. Plan and implement the placement of domain controllers, global catalog servers and DNS servers that integrated with Active Directory;
 - i. Plan and manage operations master;
 - j. Back up, restore and maintain Active Directory; and
 - k. Plan and implement an Active Directory infrastructure that is based on a directory service design that an enterprise architect provides.
2. Resources required would include the following:
 - a. Classroom environment: 1 student per computer loaded with Microsoft® Windows 2008 or 2010 Server;
 - b. One instructor per class;
 - c. Instructor must be a Microsoft® Certified Trainer;
 - d. Technical course must be taught using only Microsoft® Curriculum, instructor- led courseware; and
 - e. Issue an official Microsoft® certificate.
3. This training will be conducted at the requesting CFB Kingston Lodger Unit Contractor's facility in the appropriate classroom.
4. Course duration will be 5 days.
5. Exercises and labs will be included in the course.

STANDARD: Minimum performance expected is 75% on practical or written test and PO.

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ANNEX "B" - LESSON SPECIFICATIONS - STREAM 1 - Continued

COURSE "G" - CONFIGURING AND ADMINISTERING MICROSOFT® SHAREPOINT 2010

REQUIREMENTS:

1. Train personnel who will employ a Microsoft® Windows SharePoint 2010 in a military environment.
2. Selected CFB Kingston Lodger Unit's personnel will receive this training prior to being employed as Administrators for a Microsoft® Windows SharePoint 2010.
3. Prerequisite: Managing a Microsoft® Windows Server Environment.

COURSE DELIVERY:

1. Performance Objective (PO) and/or topics instructed would be as follow:
 - a. Evaluating the Features of Microsoft® SharePoint 2010.
 - b. Preparing for SharePoint 2010.
 - c. Installing SharePoint 2010.
 - d. Advanced Installation of SharePoint 2010.
 - e. Performing Initial Farm Configuration
 - f. Configuring the SharePoint Logical Structure
 - g. Exploring the SharePoint Web Application and Physical Architecture
 - h. Configuring Central Administration
 - i. Administering SharePoint from the Command Line
 - j. Automating SharePoint Operations with Windows PowerShell
 - k. Optimizing Content Storage and Access
 - l. Managing Site Content Types and Site Columns
 - m. Configuring the Managed Metadata Service
 - n. Understanding Classic SharePoint Authentication Providers
 - o. Understanding Federated Authentication
 - p. Administering SharePoint Groups
 - q. Implementing SharePoint Roles and Role Assignments
 - r. Securing and Auditing SharePoint Content
 - s. Configuring Security for SharePoint Content
 - t. Customizing Microsoft® SharePoint
 - u. Deploying and Managing Features and Solutions
 - v. Configuring Sandboxed Solutions
 - w. Securing the Enterprise SharePoint Service
 - x. Securing and Isolating Web Applications
 - y. Services and Service Applications
 - z. Configuring User Profiles
 - aa. Implementing SharePoint 2010 Social Networking Features
 - bb. Configuring Search
 - cc. Refining Search
 - dd. Implementing Business Connectivity Services
 - ee. Configuring Excel Services
 - ff. Understanding PerformancePoint Services
 - gg. Implementing Info Path Forms Services
 - hh. Implementing Visio Services Features
 - ii. Implementing Access Services
 - jj. Implementing Office Web Apps
 - kk. Installing SharePoint Servers and Forms

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- ll. Upgrading to SharePoint 2010
 - mm. Evaluating Installations and Upgrades
 - nn. Configuring SharePoint Operational Settings
 - oo. Updating SharePoint
 - pp. Protecting and Recovering Content
 - qq. Working with Backup and Restore for Disaster Recovery
 - rr. Implementing High Availability Solutions
 - ss. Monitoring Logs
 - tt. Configuring SharePoint Health Analyzer
 - uu. Configuring Usage Reports and Web Analytics
 - vv. Monitoring and Optimizing SharePoint Performance
 - ww. Introducing Office 365 and SharePoint Online
 - xx. Setting Up Office 365
 - yy. Administering SharePoint Online
2. Resources required would include the following:
- a. Classroom environment: 1 student per computer loaded with Microsoft® Windows SharePoint 2010.
 - b. One instructor per class;
 - c. Instructor must be a Microsoft® Certified Trainer;
 - d. Technical course must be taught using only Microsoft® Curriculum, instructor - led courseware; and
 - e. Issue an official Microsoft® certificate.
3. This training will be conducted at the requesting CFB Kingston Lodger Unit or Contractor's facility in the appropriate classroom.
4. Course duration will be 5 days.
5. Exercises and labs will be included in the course.

STANDARD: Minimum performance expected is 75% on practical or written test and PO.

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ANNEX "B" - LESSON SPECIFICATIONS - STREAM 2 – Soft Skills

**COURSE "H" - MICROSOFT® OFFICE 2013 or 2016 LEVEL 1
H1 - MICROSOFT® ACCESS**

REQUIREMENTS:

1. Train personnel who will use Microsoft® Access in a military environment.
2. Selected CFB Kingston Lodger Unit's personnel will receive this training in order to design, create and manage databases.
3. Prerequisite: Understanding of basic Windows concepts.

COURSE DELIVERY:

1. Performance Objective (PO) and or topics instructed are in accordance with Microsoft® Standards Level 1.
2. Resources required would include the following:
 - a. Classroom environment: 1 student per computer loaded with Microsoft® Access;
 - b. One instructor per class;
 - c. Instructor must be a Microsoft® Office Specialist - Master Level; and
 - d. Applications must be taught using Microsoft ® approved courseware.
3. This training will be conducted at the requesting CFB Kingston Lodger Unit or Contractor's facility in the appropriate classroom.
4. Course duration is one day.
5. Exercises and labs will be included on this course.

STANDARD: Not applicable.

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ANNEX "B" - LESSON SPECIFICATIONS - STREAM 2 – Continued

**COURSE "H" - MICROSOFT® OFFICE 2013 or 2016 - LEVEL 1
H2 - MICROSOFT® OUTLOOK**

REQUIREMENTS:

1. Train personnel who will use Microsoft® Outlook in a military environment.
2. Selected CFB Kingston Lodger Unit's personnel will receive this training in order to fully understand the integration of Microsoft® Outlook as an office planner and organizer.
3. Prerequisite: Understanding of basic Windows concepts.

COURSE DELIVERY:

1. Performance Objective (PO) and or topics instructed are in accordance with Microsoft Standards Level 1.
2. Resources required would include the following:
 - a. Classroom environment: 1 student per computer loaded with Microsoft® Outlook;
 - b. One instructor per class;
 - c. Instructor must be a Microsoft® Office Specialist - Master Level; and
 - d. Applications must be taught using Microsoft @approved courseware.
3. This training will be conducted at the requesting CFB Kingston Lodger Unit or Contractor's facility in the appropriate classroom.
4. Course duration is one day.
5. Exercises and labs will be included on this course.

STANDARD: Not applicable.

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ANNEX "B" - LESSON SPECIFICATIONS - STREAM 2 – Continued

**COURSE "H" - MICROSOFT® OFFICE 2013 or 2016 - LEVEL 1
H3 - MICROSOFT® EXCEL**

REQUIREMENTS:

1. Train personnel who will use Microsoft® Excel in a military environment.
2. Selected CFB Kingston Lodger Unit's personnel will receive this training in order to fully understand Microsoft® Excel and spreadsheets.
3. Prerequisite: Understanding of basic Windows concepts.

COURSE DELIVERY:

1. Performance Objective (PO) and or topics instructed are in accordance with Microsoft ® Standards Level
2. Resources required would include the following:
 - a. Classroom environment: 1 student per computer loaded with Microsoft® Excel;
 - b. One instructor per class;
 - c. Instructor must be a Microsoft® Office Specialist - Master Level; and
 - d. Applications must be taught using Microsoft ® approved courseware.
3. This training will be conducted at the requesting CFB Kingston Lodger Unit or Contractor's facility in the appropriate classroom.
4. Course
5. Duration is one day.
6. Exercises and Labs will be included on this course.

STANDARD: Not applicable.

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ANNEX "B" - LESSON SPECIFICATIONS - STREAM 2 –Continued

**COURSE "H" - MICROSOFT® OFFICE 2013 or 2016 - LEVEL 1
H4 - MICROSOFT® POWER POINT**

REQUIREMENTS:

1. Train personnel who will use Microsoft® Power Point in a military environment.
2. Selected CFB Kingston Lodger Unit's personnel will receive this training in order to fully understand the uses of Microsoft® Power Point as a presentation tool.
3. Prerequisite: Understanding of basic Windows concepts.

COURSE DELIVERY:

1. Performance Objective (PO) and or topics instructed are in accordance with Microsoft® Standards Level 1.
2. Resources required would include the following:
 - a. Classroom environment: 1 student per computer loaded with Microsoft® PowerPoint;
 - b. One instructor per class;
 - c. Instructor must be a Microsoft® Office Specialist - Master Level; and
 - d. Applications must be taught using Microsoft ® approved courseware.
3. This training will be conducted at the requesting CFB Kingston Lodger Unit or Contractor's facility in the appropriate classroom.
4. Course duration is one day.
5. Exercises and labs will be included on this course.

STANDARD: Not applicable.

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ANNEX "B" - LESSON SPECIFICATIONS - STREAM 2 – Continued

**COURSE "H" - MICROSOFT® OFFICE 2013 or 2016 - LEVEL 1
H5 - MICROSOFT® WORD**

REQUIREMENTS:

1. Train personnel who will use Microsoft® Word in a military environment.
2. Selected CFB Kingston Lodger Unit's personnel will receive this training in order to fully understand the uses of Microsoft® Word as a documentation tool.
3. Prerequisite: Understanding of basic Windows concepts.

COURSE DELIVERY:

1. Performance Objective (PO) and or topics instructed are in accordance with Microsoft® Standards Level 1.
2. Resources required would include the following:
 - a. Classroom environment: 1 student per computer loaded with Microsoft® Word;
 - b. One instructor per class;
 - c. Instructor must be a Microsoft® Office Specialist- Master Level; and
 - d. Applications must be taught using Microsoft ® approved courseware.
3. This training will be conducted at the requesting CFB Kingston Lodger Unit or Contractor's facility in the appropriate classroom.
4. Course duration is one day.
5. Exercises and labs will be included on this course.

STANDARD: Not applicable.

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ANNEX "B" LESSON SPECIFICATIONS - STREAM 2 – Continued

**COURSE "I" - MICROSOFT® OFFICE 2013 or 2016 - LEVEL II
I1 - MICROSOFT® ACCESS**

REQUIREMENTS:

1. Train personnel who will use Microsoft® Access in a military environment.
2. Selected CFB Kingston Lodger Unit's personnel will receive this training in order to design, create and manage databases.
3. Prerequisite: Understanding of basic Windows concepts.

COURSE DELIVERY:

1. Performance Objective (PO) and or topics instructed are in accordance with Microsoft® Standards Level II.
2. Resources required would include the following:
 - a. Classroom environment: 1 student per computer loaded with Microsoft® Access;
 - b. One instructor per class;
 - c. Instructor must be a Microsoft® Office Specialist- Master Level; and
 - d. Applications must be taught using Microsoft® approved courseware.
3. This training will be conducted at the requesting CFB Kingston Lodger Unit or Contractor's facility in the appropriate classroom.
4. Course duration is one day.
5. Exercises and labs will be included on this course.

STANDARD: Not applicable.

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ANNEX "B" - LESSON SPECIFICATIONS - STREAM 2 – Continued

**COURSE "I" - MICROSOFT® OFFICE 2013 or 2016 - LEVEL II
I2 - MICROSOFT® EXCEL**

REQUIREMENTS:

1. Train personnel who will use Microsoft® Excel in a military environment.
2. Selected CFB Kingston Lodger Unit's personnel will receive this training in order to fully understand Microsoft® Excel and spreadsheets.
3. Prerequisite: Understanding of basic Windows concepts.

COURSE DELIVERY:

1. Performance Objective (PO) and or topics instructed are in accordance with Microsoft® Standards Level II.
2. Resources required would include the following:
 - a. Classroom environment: 1 student per computer loaded with Microsoft® Excel;
 - b. One instructor per class;
 - c. Instructor must be a Microsoft® Office Specialist- Master Level; and
 - d. Applications must be taught using Microsoft ® approved courseware.
3. This training will be conducted at the requesting CFB Kingston Lodger Unit or Contractor's facility in the appropriate classroom.
4. Course duration is one day.
5. Exercises and labs will be included on this course.

STANDARD: Not applicable.

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ANNEX "B" - LESSON SPECIFICATIONS - STREAM 2 – Continued

**COURSE "I" - MICROSOFT® OFFICE 2013 or 2016 - LEVEL II
I3 - MICROSOFT® POWER POINT**

REQUIREMENTS:

1. Train personnel who will use Microsoft® Power Point in a military environment.
2. Selected CFB Kingston Lodger Unit's personnel will receive this training in order to fully understand the uses of Microsoft® Power Point as a presentation tool.
3. Prerequisite: Understanding of basic Windows concepts.

COURSE DELIVERY:

1. Performance Objective (PO) and or topics instructed are in accordance with Microsoft® Standards Level II.
2. Resources required would include the following:
 - a. Classroom environment: 1 student per computer loaded with Microsoft® Power Point;
 - b. One instructor per class;
 - c. Instructor must be a Microsoft® Office Specialist - Master Level; and
 - d. Applications must be taught using Microsoft® approved courseware.
3. This training will be conducted at the requesting CFB Kingston Lodger Unit or Contractor's facility in the appropriate classroom.
4. Course duration is one day.
5. Exercises and labs will be included on this course.

STANDARD: Not applicable.

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ANNEX "B" LESSON SPECIFICATIONS - STREAM 2 – Continued

COURSE "I" - MICROSOFT® OFFICE 2013 or 2016 - LEVEL II I4 - MICROSOFT® WORD

REQUIREMENTS:

1. Train personnel who will use Microsoft® Word in a military environment.
2. Selected CFB Kingston Lodger Unit's personnel will receive this training in order to fully understand the uses of Microsoft® Word as a documentation tool.
3. Prerequisite: Understanding of basic Windows concepts.

COURSE DELIVERY:

1. Performance Objective (PO) and or topics instructed are in accordance with Microsoft® Standards Level II.
2. Resources required would include the following:
 - a. Classroom environment: 1 student per computer loaded with Microsoft® Word;
 - b. One instructor per class;
 - c. Instructor must be a Microsoft® Office Specialist - Master Level; and
 - d. Applications must be taught using Microsoft ® approved courseware.
3. This training will be conducted at the requesting CFB Kingston Lodger Unit or Contractor's facility in the appropriate classroom.
4. Course duration is one day.
5. Exercises and labs will be included on this course.

STANDARD: Not applicable.

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ANNEX "B" - LESSON SPECIFICATIONS - STREAM 2 – Continued

**COURSE "J" - MICROSOFT® OFFICE 2013 or 2016 - LEVEL III
J1 - MICROSOFT® ACCESS**

REQUIREMENTS:

1. Train personnel who will use Microsoft® Access in a military environment.
2. Selected CFB Kingston Lodger Unit's personnel will receive this training in order to design, create and manage databases.
3. Prerequisite: Understanding of basic Windows concepts.

COURSE DELIVERY:

1. Performance Objective (PO) and or topics instructed are in accordance with Microsoft® Standards Level III.
2. Resources required would include the following:
 - a. Classroom environment: 1 student per computer loaded with Microsoft® Access;
 - b. One instructor per class;
 - c. Instructor must be a Microsoft® Office Specialist- Master Level; and
 - d. Applications must be taught using Microsoft® approved courseware.
3. This training will be conducted at the requesting CFB Kingston Lodger Unit or Contractor's facility in the appropriate classroom.
4. Course duration is one day.
5. Exercises and labs will be included on this course.

STANDARD: Not applicable.

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ANNEX "B" - LESSON SPECIFICATIONS – STREAM 2 – Continued

**COURSE "J" - MICROSOFT® OFFICE 2013 or 2016- LEVEL III
J2 - MICROSOFT® EXCEL**

REQUIREMENTS:

1. Train personnel who will use Microsoft® Excel in a military environment.
2. Selected CFB Kingston Lodger Unit's personnel will receive this training in order to fully understand Microsoft® Excel and spreadsheets.
3. Prerequisite: Understanding of basic Windows concepts.

COURSE DELIVERY:

1. Performance Objective (PO) and or topics instructed are in accordance with Microsoft® Standards Level III.
2. Resources required would include the following:
 - a. Classroom environment: 1 student per computer loaded with Microsoft® Excel;
 - b. One instructor per class;
 - c. Instructor must be a Microsoft® Office Specialist - Master Level; and
 - d. Applications must be taught using Microsoft ® approved courseware.
3. This training will be conducted at the requesting CFB Kingston Lodger Unit or Contractor's facility in the appropriate classroom.
4. Course duration is one day.
5. Exercises and labs will be included on this course.

STANDARD: Not applicable.

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ANNEX "B" - LESSON SPECIFICATIONS - STREAM 2 – Continued

**COURSE "J" - MICROSOFT® OFFICE 2013 or 2016 - LEVEL III
J3 - MICROSOFT® WORD**

REQUIREMENTS:

1. Train personnel who will use Microsoft® Word in a military environment.
2. Selected CFB Kingston Lodger Unit's personnel will receive this training in order to fully understand the uses of Microsoft® Word as a documentation tool.
3. Prerequisite: Understanding of basic Windows concepts.

COURSE DELIVERY:

1. Performance Objective (PO) and or topics instructed are in accordance with Microsoft® Standards Level III.
2. Resources required would include the following:
 - a. Classroom environment: 1 student per computer loaded with Microsoft® Word;
 - b. One instructor per class;
 - c. Instructor must be a Microsoft® Office Specialist - Master Level; and
 - d. Applications must be taught using Microsoft® approved courseware.
3. This training will be conducted at the requesting CFB Kingston Lodger Unit or Contractor's facility in the appropriate classroom.
4. Course duration is one day.
5. Exercises-and labs will be included on this course.

STANDARD: Not applicable.

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ANNEX "B" - LESSON SPECIFICATIONS - STREAM 2 – Continued

COURSE "K" MICROSOFT® VISIO 2010 PROFESSIONAL

REQUIREMENTS:

1. Train personnel who will employ Microsoft® Visio Professional in a military environment.
2. Selected CFB Kingston Lodger Unit's personnel will receive this training in order to fully understand the uses of Microsoft® Visio as a designing tool.
3. Prerequisite: Understanding of basic Windows concepts.

COURSE DELIVERY:

1. Performance Objective (PO) and/or topics instructed would be as follows:
 - a. Identify the various types of drawings can be created using Visio and navigate in a Visio document;
 - b. Drag shapes from Visio stencils and resize, rotate, align, and transform them;
 - c. Increase productivity with smart features, such as numbering shapes automatically, duplicating shapes quickly, and grouping and aligning;
 - d. Create a flowchart or a cross-functional flowchart;
 - e. Create an organization chart manually or generate one from a text file; and
 - f. Create an office floor plan to scale.
2. Resources required would include the following:
 - a. Classroom environment: 1 student per computer loaded with Microsoft® Visio Professional;
 - b. One instructor per class;
 - c. Instructor must be a Microsoft® Office Specialist - Master Level; and
 - d. Applications must be taught using Microsoft® approved courseware.
3. This training will be conducted at the requesting CFB Kingston Lodger Unit or Contractor's facility in the appropriate classroom.
4. Course duration is one day.
5. Exercises and labs will be included on this course.

STANDARD: Not applicable.

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ANNEX "B" LESSON SPECIFICATIONS - STREAM 2 – Continued

COURSE "L" AUTOCAD® 2014

REQUIREMENTS:

1. Train personnel who will employ AutoCAD® in a military environment.
2. Selected CFB Kingston Lodger Unit's personnel will receive this training in order to fully understand the uses AutoCAD® as a designing tool.
3. Prerequisite: Understanding of basic Windows concepts.

COURSE DELIVERY:

1. Performance Objective (PO) and/or topics instructed would be as follows:
 - a. Creating simple drawing;
 - b. Making drawing more precise;
 - c. Drawing organization and information;
 - d. Creating more complex objects;
 - e. Preparing to print;
 - f. Annotating drawing;
 - g. Working effectively with AutoCAD®;
 - h. Accurate positioning;
 - i. Creating and organizing block;
 - j. Drawing setup; and
 - k. Advance layouts and printing.
2. Resources required would include the following:
 - a. Classroom environment: 1 student per computer loaded with AutoCAD®;
 - b. One instructor per class; and
 - c. Applications must be taught using AutoCAD® approved courseware.
3. This training will be conducted at the requesting CFB Kingston Lodger Unit or Contractor's facility in the appropriate classroom.
4. Course duration is five days.
5. Exercises and labs will be included on this course.

STANDARD: Not applicable.

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ANNEX "B" - LESSON SPECIFICATIONS - STREAM 2 – Continued

COURSE "M" - LINUX® M1 - LINUX® V x.7 INTRODUCTION

REQUIREMENTS:

1. Train personnel who will employ LINUX® V x.7 in a military environment.
2. Selected CFB Kingston Lodger Unit's personnel will receive this training in order to fully understand the uses of LINUX® as operating software.
3. Prerequisites: No prerequisites for this course.

COURSE DELIVERY:

1. Performance Objective (PO) and/or topics must be instructed as follow:
 - a. Access the command line;
 - b. Log in to a Linux system and run simple commands using the shell;
 - c. Manage files from the command line;
 - d. Copy, move, create, delete, and organize files from the bash shell prompt;
 - e. Getting help in Red Hat Enterprise Linux®;
 - f. Resolve problems by using online help systems and support utilities;
 - g. Create, view, and edit text files;
 - h. Create, view, and edit text files from command output or in an editor;
 - i. Manage local Linux® users and groups;
 - j. Manage local Linux® users and groups, and administer local password policies;
 - k. Control access to files with Linux® file system permissions;
 - l. Set Linux file system permissions on files and interpret the security effects of different permission settings;
 - m. Monitor and manage Linux® processes;
 - n. Obtain information about the system, and control processes running on it;
 - o. Control services and daemons;
 - p. Control and monitor network services and system daemons using system d;
 - q. Configure and secure Open SSH service;
 - r. Access and provide access to the command line on remote systems securely using Open SSH;
 - s. Analyze and store logs;
 - t. Locate and accurately interpret relevant system log files for troubleshooting purposes;
 - u. Manage Enterprise Linux® networking;
 - v. Configure basic IPv4 networking on Enterprise Linux® systems;
 - w. Archive and copy files between systems;
 - x. Archive files and copy them from one system to another;
 - y. Install and update software packages;
 - z. Download, install, update, and manage software packages from yum package repositories;
 - aa. Access Linux® file systems;
 - bb. Access and inspect existing file systems on an Enterprise Linux® system;
 - cc. Use virtualized systems;
 - dd. Create and use Enterprise Linux® virtual machines with KVM and libvirt;
 - ee. Comprehensive review; and
 - ff. Practice and demonstrate the knowledge and skills learned in this course.

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-
2. Resources required must include the following:
 - a. Classroom environment;
 - b. One student per server loaded with LINUX® Vx.7;
 - c. Instructor must be a LINUX® Certified Trainer;
 - d. Technical course must be taught using only LINUX® Official Curriculum, instructor- led courseware; and
 - e. Issue an official LINUX ® certificate.
 3. This training will be conducted at the requesting CFB Kingston Lodger Unit or the Contractor's facility in the appropriate classroom.
 4. Course duration must be 5 days.
 5. Exercises and labs must be included on this course.

STANDARD: Minimum performance expected is 75% on practical or written test and PO.

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ANNEX "B" LESSON SPECIFICATIONS - STREAM 2 - Continued

COURSE "M" – LINUX® M2 - LINUX® V x.7 ADMINISTRATION

REQUIREMENTS:

1. Train personnel who will employ LINUX® V x.7 in a military environment.
2. Selected CFB Kingston Lodger Unit's personnel will receive this training in order to manage and support the uses of LINUX® as operating software.
3. Prerequisites: LINUX® Introduction.

COURSE DELIVERY:

1. Performance Objective (PO) and/or topics must be instructed as follow:
 - a. Automate installation with Kickstart;
 - b. Automate the installation of Enterprise Linux systems with Kickstart;
 - c. Use regular expressions with grep;
 - d. Write regular expressions that, when partnered with grep, will allow you to quickly isolate or locate content within text files;
 - e. Create and Edit text files with vim;
 - f. Introduce the vim text editor, with which you can open, edit, and save text files;
 - g. Schedule future Linux® tasks;
 - h. Schedule tasks to automatically execute in the future;
 - i. Manage priority of Linux® processes;
 - j. Influence the relative priorities at which Linux® processes run;
 - k. Control access to files with access control lists (ACL);
 - l. Manage file security using POSIX access control lists;
 - m. Manage SE Linux® security;
 - n. Manage the Security Enhanced Linux (SE Linux®) behavior of a system to keep it secure in case of a network service compromise;
 - o. Connect to network-defined users and groups;
 - p. Configure systems to use central identity management services;
 - q. Add disks, partitions, and file systems to a Linux® system;
 - r. Manage simple partitions and file systems;
 - s. Manage logical volume management (LVM) storage;
 - t. Manage logical volumes from the command line;
 - u. Access networked attached storage with network file system (NFS);
 - v. Access (secure) NFS shares;
 - w. Access networked storage with SMB;
 - x. Use auto fs and the command line to mount and unmounts SMB file systems;
 - y. Control and troubleshoot the Enterprise Linux boot process;
 - z. Limit network communication with firewall;
 - aa. Configure a basic firewall;
 - bb. Comprehensive review; and
 - cc. Practice and demonstrate knowledge and skills learned in this course
2. Resources required must include the following:
 - a. Classroom environment;
 - b. One student per server loaded with LINUX® V x.7;
 - c. Instructor must be a LINUX® Certified Trainer;
 - d. Technical course must be taught using only LINUX® Official Curriculum,

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-
- d. instructor- led courseware; and
Issue an official LINUX® certificate.

This training will be conducted at the requesting CFB Kingston Lodger Unit or the Contractor's facility in the appropriate classroom.

Course duration must be 5 days.

Exercises and labs must be included on this course.

STANDARD: Minimum performance expected is 75% on practical or written test and Performance Objective.

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ANNEX "B" - LESSON SPECIFICATIONS - ADDITIONAL TRAINING

ADDITIONAL COURSES

REQUIREMENTS:

1. Additional training delivery of other programs not listed in Stream 1 and Stream 2 may be requested.
2. Selected CFB Kingston Lodger Unit's personnel will receive additional training in course subject that is identified by the Lodger Unit's Call-up Authority and is on the Offeror's website in order to manage and support other computer programs utilized within their Lodger Unit.
3. Enrollment is for classes of any combination of 1 to 5 students only.
4. Prerequisites for identified additional training as listed on the Offeror's website course requirements.

COURSE DELIVERY:

5. Performance Objective (PO) and/or topics as detailed in the course information listed on the Offeror's website.
6. This training will be conducted at the Contractor's facility in the appropriate classroom.
7. Course duration as listed on the Offeror's website course timely.
8. Exercises and labs may be included in the course.

STANDARD: Minimum performance expected is 75% on practical or written test and PO.

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ANNEX "C"

BASIS OF PAYMENT

(All text in italics will be removed at issuance of standing offer.)

Firm unit prices in Canadian Dollars, all inclusive, on a per student basis detailed in Annex "B", Lesson Specifications, exclusive of HST.

Offerors may submit an offer for Training Stream 1 or Training Stream 2, or both.

Rates are to include all normal expenses incurred in providing the services such as (but not limited to) required, including word processing, reports, student materials, manuals, audio-visual equipment, evaluation, photocopying, courier services and telephone calls.

Canada will not reimburse the resultant Offeror for any costs related to travel. The rates MUST be in the format requested. The duration of each course will follow the outline in the Lessons Specifications outlined at Annex "B", Lesson Specifications.

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The estimated number of sessions for each course are listed in the Attachment 1 to the Basis of Payment for the full three (3) year period.

Annex "D"

Insurance Requirement

A. Commercial General Liability Insurance

1. The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.
2. The Commercial General Liability policy must include the following:
 - a. Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
 - b. Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
 - c. Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
 - d. Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
 - e. Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
 - f. Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
 - g. Employees and, if applicable, Volunteers must be included as Additional Insured.
 - h. Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
 - i. Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
 - j. Notice of Cancellation: The Contractor will provide the Contracting Authority thirty (30) days prior written notice of policy cancellation or any changes to the insurance policy.
 - k. If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
 - l. Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.
 - m. Non-Owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.
 - n. Advertising Injury: While not limited to, the endorsement must include coverage piracy or misappropriation of ideas, or infringement of copyright, trademark, title or slogan.
 - o. All Risks Tenants Legal Liability - to protect the Contractor for liabilities arising out of its occupancy of leased premises.
 - p. Amendment to the Watercraft Exclusion to extend to incidental repair operations on board watercraft.
 - q. Sudden and Accidental Pollution Liability (minimum 120 hours): To protect the Contractor for liabilities arising from damages caused by accidental pollution incidents.
 - r. Litigation Rights: Pursuant to subsection 5(d) of the [Department of Justice Act](#), S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance

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policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.

For the province of Quebec, send to:

*Director Business Law Directorate,
Quebec Regional Office (Ottawa),
Department of Justice,
284 Wellington Street, Room SAT-6042,
Ottawa, Ontario, K1A 0H8*

For other provinces and territories, send to:

*Senior General Counsel,
Civil Litigation Section,
Department of Justice
234 Wellington Street, East Tower
Ottawa, Ontario K1A 0H8*

A copy of the letter must be sent to the Contracting Authority. Canada reserves the right to co-defend any action brought against Canada. All expenses incurred by Canada to co-defend such actions will be at Canada's expense. If Canada decides to co-defend any action brought against it, and Canada does not agree to a proposed settlement agreed to by the Contractor's insurer and the plaintiff(s) that would result in the settlement or dismissal of the action against Canada, then Canada will be responsible to the Contractor's insurer for any difference between the proposed settlement amount and the amount finally awarded or paid to the plaintiffs (inclusive of costs and interest) on behalf of Canada.

B. Errors and Omissions Liability Insurance

1. The Contractor must obtain Errors and Omissions Liability (a.k.a. Professional Liability) insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature but for not less than \$1,000,000 per loss and in the annual aggregate, inclusive of defence costs.
2. If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
3. The following endorsement must be included:

Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of cancellation.

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ANNEX "E"

Security Requirement Checklist

 Government of Canada / Gouvernement du Canada	Contract Number / Numéro du contrat W3028-19-RG002 Security Classification / Classification de sécurité
SECURITY REQUIREMENTS CHECK LIST (SRCL) LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)	
PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE	
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine: DND	
2. Branch or Directorate / Direction générale ou Direction: CF,ISR	
3. a) Subcontract Number / Numéro du contrat de sous-traitance: _____	
3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant: _____	
4. Brief Description of Work / Brève description du travail: Information Technology Training	
5. a) Will the supplier require access to Controlled Goods? / Le fournisseur aura-t-il accès à des marchandises contrôlées? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? / Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
6. Indicate the type of access required / Indiquer le type d'accès requis	
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? / Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui (Specify the level of access using the chart in Question 7. c) / (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)	
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. / Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé. <input type="checkbox"/> Yes / Oui <input checked="" type="checkbox"/> No / Non <i>SM</i>	
6. c) Is this a commercial courier or delivery requirement with no overnight storage? / S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès	
Canada <input type="checkbox"/>	NATO / OTAN <input type="checkbox"/>
Foreign / Étranger <input type="checkbox"/>	
7. b) Release restrictions / Restrictions relatives à la diffusion	
No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/> Not releasable / À ne pas diffuser <input type="checkbox"/> Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays: _____	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/> Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays: _____
No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/> Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays: _____	
7. c) Level of information / Niveau d'information	
PROTECTED A / PROTÉGÉ A <input type="checkbox"/> PROTECTED B / PROTÉGÉ B <input type="checkbox"/> PROTECTED C / PROTÉGÉ C <input type="checkbox"/> CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/> SECRET <input type="checkbox"/> TOP SECRET / TRÈS SECRET <input type="checkbox"/> TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉE <input type="checkbox"/> NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/> NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/> NATO SECRET <input type="checkbox"/> COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>
PROTECTED A / PROTÉGÉ A <input type="checkbox"/> PROTECTED B / PROTÉGÉ B <input type="checkbox"/> PROTECTED C / PROTÉGÉ C <input type="checkbox"/> CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/> SECRET <input type="checkbox"/> TOP SECRET / TRÈS SECRET <input type="checkbox"/> TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>	
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PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
 Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? No Yes
 Non Oui
 If Yes, indicate the level of sensitivity.
 Dans l'affirmative, indiquer le niveau de sensibilité:

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
 Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? No Yes
 Non Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel:
 Document Number / Numéro du document:

PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

<input checked="" type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITÉ	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input type="checkbox"/> SECRET SECRET	<input type="checkbox"/> TOP SECRET TRÈS SECRET
<input type="checkbox"/> TOP SECRET - SIGHT TRÈS SECRET - SIGHT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/> NATO SECRET NATO SECRET	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
<input type="checkbox"/> SITE ACCESS ACCÈS AUX EMPLACEMENTS			

Special comments:
 Commentaires spéciaux: Reliability status is required when the supplier uses DND teaching facilities.

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.
 REMARQUE: Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
 Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? No Yes
 Non Oui
 If Yes, will unscreened personnel be escorted?
 Dans l'affirmative, le personnel en question sera-t-il escorté? No Yes
 Non Oui

PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
 Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? No Yes
 Non Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?
 Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? No Yes
 Non Oui

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?
 Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? No Yes
 Non Oui

INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
 Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? No Yes
 Non Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
 Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? No Yes
 Non Oui

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PART C - (continued) / PARTIE C - (suite)

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.
 Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.
 Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category / Catégorie	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL	SECRET	TOP SECRET	NATO RESTRICTED	NATO CONFIDENTIAL	NATO SECRET	COMSEC TOP SECRET	PROTECTED / PROTÉGÉ	CONFIDENTIAL	SECRET	TOP SECRET		
				CONFIDENTIAL		TOP SECRET	NATO DIFFUSION RESTRICTED	NATO CONFIDENTIAL		COMSEC TOP SECRET	A	B	C	CONFIDENTIAL		TOP SECRET
Information / Assets / Renseignements / Biens																
Production																
IT Med a / Support TI																
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
 La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui
- If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
 Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.
12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
 La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui
- If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
 Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité



Solicitation No. - N° de l'invitation
 W3028-19RG02/A
 Client Ref. No. - N° de réf. du client
 W3028-19-RG02

Amd. No. - N° de la modif.
 File No. - N° du dossier
 KIN-8-50064

Buyer ID - Id de l'acheteur
 kin625
 CCC No./N° CCC - FMS No./N° VME



Contract Number / Numéro du contrat W3028-19-RG002
Security Classification / Classification de sécurité

PART D - AUTHORIZATION / PARTIE D - AUTORISATION				
13. Organization Project Authority / Charge de projet de l'organisme				
Name (print) - Nom (en lettres moulées)	Title - Titre	Signature		
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date	
14. Organization Security Authority / Responsable de la sécurité de l'organisme				
Name (print) - Nom (en lettres moulées)	Sasa Medjovic - DDC - Industrial Security	Senior Security Analyst		
Telephone No. - N° de téléphone	Tel: 613-996-0286	E-mail address - Adresse courriel	Date	
E-mail: sasa.medjovic@forces.gc.ca		2018 - Oct 11 AM		
15. Are there additional instructions (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes? <input checked="" type="checkbox"/> Yes / Oui				
16. Procurement Officer / Agent				
Name (print) - Nom (en lettres moulées)	TERRY MERRITT CONTRACT OFFICER SP SQM LOC 4067		Signature	
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date	
613-911-4000 ext 4067		18 Aug 18		
17. Contracting Security Authority / Autorité contractante en matière de sécurité				
Name (print) - Nom (en lettres moulées)	Title - Titre	Signature		
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date	

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité
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Solicitation No. - N° de l'invitation
W3028-19RG02/A
Client Ref. No. - N° de réf. du client
W3028-19-RG02

Amd. No. - N° de la modif.
File No. - N° du dossier
KIN-8-50064

Buyer ID - Id de l'acheteur
kin625
CCC No./N° CCC - FMS No./N° VME

ANNEX "F" to PART 3 OF THE REQUEST FOR STANDING OFFERS

ELECTRONIC PAYMENT INSTRUMENTS

The Offeror accepts to be paid by any of the following Electronic Payment Instrument(s):

- () VISA Acquisition Card;
- () MasterCard Acquisition Card;
- () Direct Deposit (Domestic and International);
- () Electronic Data Interchange (EDI);
- () Wire Transfer (International Only);
- () Large Value Transfer System (LVTS) (Over \$25M)

ANNEX G

STANDING OFFER REPORTING FORM

Please send to the Standing Offer authority named herein.

Please use the Standing Offer number in the Subject line and clearly indicate:

- The standing offer number for which the data is submitted;
- The period for which the data has been accumulated (start date to end date);
- The Department with whom the standing offer was arranged;
- The start date and end date for the standing offer; and
- The total spend to date, by government department.

Standing Offer		(Insert Standing Offer #)	Start Date of SO (DD/MM/YYYY)	End Date of SO (DD/MM/YYYY)	
Total Value to Date (\$)		Total Value for Reporting Period (\$)	Start Date of Reporting Period (DD/MM/YYYY)	End Date of Reporting Period (DD/MM/YYYY)	
Department Requesting	Order Number	Work Description Item Quantity	Date of Order	Date of Delivery	Value of Order (not including HST)